

Spotlight

on

DHHS



First Edition

Employee Newsletter

July-August 2004

Message from the Governor



Thank you for the opportunity to be part of your new employee newsletter. It is a great idea to give our state employees a chance to see how the Department is willing to adapt to change.

As you know, we must change to meet the challenges we face. Some look at change with fear and others view it as an opening for new, innovative ideas and strategies. I hope you choose the second path, because we must all embrace change if we are to continue to provide the services we offer now into the future.

I look forward to working with you. We can give the citizens of New Hampshire a great Department of Health and Human Services that lives within its means.

Commissioner Stephen often tells me how much he values the efforts of DHHS staff in the many areas he has asked you to try new ways of doing business. I know that you are working hard to reshape your Department to improve the service you provide in as cost-efficient a manner as possible. I commend your efforts and hope you keep up the good work.

Craig R. Benson
Governor



From the desk of...

Commissioner Stephen

I would like to welcome you to the first edition of the new DHHS newsletter. This will be a great way for employees to know what is going on throughout our Department. I look forward to this opportunity to share what's new, where we are going, and provide a forum for DHHS employees to stay informed on these and other topics.

As you know, this has not been the easiest time for us. Our budget realities mean that we have to approach how we do our jobs a little differently. However, we must never forget our Core Values: maximizing the value we provide to our citizens, treating people with dignity and respect, encouraging initiative and self-improvement and exhibiting honesty and integrity in all matters. These are non-negotiable principles and we must make them part of our daily life at DHHS. The focus on these has been excellent and we need to keep up the good work.

The staff needs to be commended for their efforts to continue to provide high quality service to those in need and for keeping New Hampshire healthy despite the high level of vacancies throughout our Department. Again, our financial situation demands that we change how we do business, but our employees have been outstanding in their willingness to try new ideas and move forward with our reorganization. We must work to ensure that our services do not diminish while we make significant organizational changes that will help us meet our mandate in the most efficient manner possible.

Your ideas will continue to shape the direction of DHHS in the future. Please continue to send your feedback to DHHSFeedback@dhhs.state.nh.us or to me

personally. Your thoughts and ideas will continue to direct how we can improve the performance of our Department, so keep them coming.

The Employee Advisory Board is another excellent way of hearing from our staff. The more chances we get to listen to the concerns and suggestions of employees, the more opportunities we will have to develop our future plans for DHHS.

Finally, I would like to offer my heartfelt gratitude to all the staff for their ability to be flexible, to be actively involved in our Department, and to continue to focus on improving the lives of all New Hampshire residents. This has been a time of tremendous change, and there is more to come. Thank you, again, for your help in getting DHHS through this transition period. The final result will be worth the effort and one of which you can be proud.



John A. Stephen
Commissioner

Child Development Bureau to Implement Web-Billing System

The Division for Children, Youth, and Families, Child Development Bureau (CDB) has begun work on a project that will make it possible for New Hampshire child care providers to submit their bills to the Department via the Internet.

The CDB provides child care assistance to 7,000 children per month, utilizing 4,000 providers who submit bills weekly. The current billing and payment process is paper-intensive, slow, and costly. The advantages of Internet billing include: speed and ease of claim submittal; immediate identification of most frequently occurring errors for the provider, thus reducing the incidence of claims being re-submitted; reduction of mailing costs for the provider and Department; creation of the foundation for electronic payment and distribution of payments for child care providers; and, for the first time, the generation of reports that will assist providers in managing their business.

HCL Technologies of Massachusetts is the contractor selected to work on this project with the CDB and the Bridges Development Team. The web-billing system is scheduled to come on line in January 2005.

Most child care providers have Internet access. If they don't, they will be able to access the Internet and the billing process through their local public libraries.

West Nile Virus Season

Active surveillance for West Nile virus (WNV) for 2004 began on June 1st.

DHHS' Division of Public Health Services will again be collecting dead birds and there is an information line available. West Nile is a virus transmitted to humans through the bite of an infected mosquito. The mosquitoes become infected when they bite a bird that is infected.

The number of birds tested will be fewer than in previous years. "We have gotten better at identifying which birds are likely to be infected and we know the virus is here to stay," said Dr. Jose Montero, Chief of the Bureau of Disease Control. The Department also analyzes mosquitoes and horse and human samples at the Public Health Labs.

Though the risk of people getting the virus is low, and in the majority of cases there are no symptoms, West Nile virus can be a very serious illness. Most people who become ill experience only mild flu-like symptoms, but some people, especially those at higher risk of illness such as the elderly, can experience severe headache, high fever, stiff neck, confusion, loss of consciousness, and muscle weakness. In some instances, the disease has even caused death.

WNV was first discovered in the United States in 1999 in the Queens section of New York. In just four years, West Nile has spread to 46 of the 48 contiguous states. Evidence of WNV in New Hampshire was first discovered in 2000.

In 2003, there were three human cases, 213 positive birds tested, and one positive horse.

"Since this disease is now considered endemic in the United States, it is something that we have to learn to live with," said Dr. Montero. "People should concentrate on trying to avoid being bitten by mosquitoes and eliminating places and opportunities for them to breed."

When outside during morning, dusk, or evening hours, or whenever mosquitoes are biting, people should wear long pants and sleeves and use an insect repellent with DEET according to the manufacturer's directions. Also drain any standing water on your property, such as old tires, flower pots, swimming pool covers, and bird-baths. Mosquitoes can breed in just four days under the right conditions.

So far this year in New Hampshire there have been no human cases and only one positive bird identified. For more information, visit the DHHS website at www.dhhs.nh.gov or the Centers for Disease Control and Prevention website at www.cdc.gov/ncidod/dvbid/westnile. The Department also operates a West Nile information line at 866-273-NILE (6453).



District Health Council Update

Commissioner Stephen has recently revived the State's six District Health Council. These groups, made up of providers, elected officials and concerned citizens, will meet regularly with the Commissioner and DHHS staff to discuss the health and human service issues that affect their region.

Each Executive Councilor nominates individuals to serve on these Councils. The Commissioner will work with Medicaid

Director Steve Norton on ways to update and meet with these groups regularly.

Special thanks must go to District 1 Councilor Ray Burton, who emphasized to the Commissioner the importance of the District Health Councils.



Councilor Ray Burton

The DHHS staff knows how committed Councilor Burton is to community outreach and feedback and this was a welcome opportunity to bring these groups back.

*Greg Moore, Director
Public Affairs and Government Relations Unit*

On the Budget

Commissioner of Administrative Services Don Hill opened the SFY 2006-2007 budget development on July 29, 2004, by announcing the Governor's budget instructions.

The budget development process consists of five unique but interrelated stages or phases: Agency, Governor, House, Senate, and Committee of Conference.

The instructions announced on July 29, 2004 provide direction on the preparation of the Agency phase budget. In this time, two budgets will be prepared by each agency.

The first budget, due September 24, 2004, will follow the traditional instructions for Maintenance and Change. There will be no Budget Additions column this biennium. Maintenance is broadly defined as a continuation of the current level of effort, updated by mandatory expenses outside of the Department's immediate control. This would include salary increments, health insurance premiums, cost of living adjustments, etc. Any requests for increases will

need to be prioritized in discreet increments.

The first budget will also include additional information in a format to be provided shortly by Administrative Services. The additional information is a five-year expenditure trend for:

- Salary
- Total employee count
- In-state and out-of-state travel separately
- Vehicles (by type and purpose/use)
- Consultants (by information technology and non-information technology)
- Information Technology (by hardware, software, and services)
- Programs (including statutory requirement and start date)

This first budget will be released to the public on or about October 1, 2004 per State law.

The second budget, using the same forms as the first budget, is described as a planning document that will limit SFY 2006 to 90% of the SFY 2005 adjusted authorized

budget and SFY 2007 to 92% of the SFY 2005 adjusted authorized budget for both general and high-way funds.

The second budget is due in the Governor's Office no later than November 1, 2004.

The budget system will be open tomorrow, July 30, for financial managers to begin verifying the SFY 2004 and 2005 history. Completion of history reconciliation is targeted for Friday, August 6, giving agencies one week to complete the work.

First round data entry for SFY 2006-2007 can then begin on Monday, August 9. Round two begins on August 23. Round three begins on August 30. Final review and limited changes can be made starting September 13. Final budget packages, with all supporting forms, are due on Friday, September 24.

Submission of the two budgets completes the Agency phase. The second phase



Budget

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Manchester Launches Job Club to Assist TANF Job Seekers

Recipients of Transitional Assistance to Needy Families (TANF) who are enrolled in Manchester's NH Employment Program can now benefit from daily participation in a structured Job Club. Located in the SEE Science Center in Manchester's Millyard, the Job Club meets each morning from 9:00 AM to 12:00 Noon. Job Club Facilitator and Employment Counselor Specialist Gene Patnode described Job Club as "a micromanaged activity that teaches and guides participants through all aspects of their job search."

On a recent visit to Job Club, Commissioner John Stephen and DHHS Reorganization Manager Nick Toumpas had an opportunity to learn firsthand from attendees how they have benefited from having this structured program. The group stressed how the uplifting environment of the Job Club plays a key role in keeping them focused and motivated in their job search.

Attendees spend mornings honing their job search skills, learning about employment opportunities from guest speakers representing local businesses, sharing job leads, and reporting back on their daily progress. Afternoons are devoted to independent job search activities such as interviewing and developing or following up on new job leads.

Participants credit the support of the group and the Job Club Facilitator's guidance as key to their success in finding employment. A recent attendee wrote back to Gene and the group saying: "If it wasn't for you and Job Club, I might not have this fantastic new job! You really kept me going and that's what got me where I am."

In addition to helping TANF recipients find good jobs, Manchester's Job Club has had a positive financial impact on the TANF caseload in Manchester. From January through May 2004, over \$100,000 was saved in closed or reduced TANF grants



Commissioner Stephen observes NHEP Employment Counselor Gene Patnode assist two Job Club participants as they work on their resumes.

for individuals who had been referred to Job Club. Job Club was also the recipient of a St. Mary's Bank Community Grant that was used to offset the cost of a telephone line and office equipment, resulting in an additional \$2,000 savings to DFA and the Department.

*Wendy Roper, Sr. Mgmt. Analyst
Carol Varney, NHEP Training Coordinator
Division of Family Assistance*

In the News



Congratulations to Rebecca Gomez on being selected to attend the Children's Defense Fund's Emerging Leaders Project. Rebecca is the Child Care Resource and Referral Trainer, Mentor, Monitor, and Fatherhood Coordinator for the Division for Children, Youth and Families (DCYF), Child Development Bureau and Staff Development Partnership.



The Emerging Leaders Project is a national fellowship that enables early education advocates to connect with the national community of early care and education policymakers, activists, and advocates.



We say a reluctant "good-bye" to Amanda Smith, who has left her position as receptionist in Commissioner Stephen's office to work at the Department of Resources and Economic Development. We wish her well. We will miss her sunny disposition and positive attitude. It was a pleasure working with her.



We welcome Richard Kellogg, who joins the Department as Director of the Division of Community Based Services.

Richard has an extensive background in the fields of mental health and developmental disabilities, including serving as Deputy Commissioner of Tennessee's Division of Mental Retardation Services and Commissioner



of Virginia's Department of Mental Health, Mental Retardation and Substance Abuse. Prior to joining state service, Richard, a graduate of the University of Vermont, had more than 20 years experience working in the administration and development of community based services.



As of June 2004, Electronic Benefit Transfer (EBT) of Food Stamps became operational in every state. In recognition of this achievement, Commissioner John Stephen presented DHHS Controller James Fredyma with a plaque, honoring Jim's vision and leadership in pioneering EBT implementation in New Hampshire and New England. Saying that Jim personifies the essence of excellence in government management, Commissioner Stephen noted Jim's efforts that saved the State approximately \$1 million in administrative costs over the course of the first EBT contract.



Congratulations to the following Juvenile Probation and Parole Officers (JPPO's) who were recently sworn in by Commissioner Stephen: Cheryl Bouchier, Donna Desilets, Steven Fullerton, Bruce Harris, Terry Johnson, Daniel Kinson, Denise Langevin, Tom Lynes, Christen McCarthy, James Plummer, Timothy Robinson, Nathan Rowell, Kevin Sleeper, James Panzer, Richard Ubaldo, and Melissa Young.



Congratulations to Jonathan McCosh, Acting Financial Manager, Bureau of Elderly and Adult Services, who received his

doctorate in business administration in June from Nova Southeastern University, Florida. The topic of Jonathan's dissertation was strategic planning in hospitals.

Let us know about staff who deserve recognition for a special accomplishment, award, or achievement. Email us at EmployeeNewsletter.

BEAS Conference, Award and Meeting

This spring and early summer have been busy for the staff of the Bureau of Elderly and Adult Services (BEAS).

In May, the Bureau held **Building Tomorrow Today**, the fourth annual Conference on Aging, at the Courtyard Marriott in Concord. More than 350 persons attended, the largest turnout in four years. A team of BEAS staff members led by Shirley Tinker planned and organized the event, assisted by members of the State Committee on Aging (SCOA) and Area Committees on Aging. The 2005 Conference on Aging will be held next spring.

Also in May, Commissioner John Stephen presented the 2004 Joseph D. Vaughan Awards to 15 senior citizens in a ceremony held in the Executive Council Chambers in Concord. Governor Craig Benson spoke to the award recipients, praising them for their efforts on behalf of others.

BEAS
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Division of Child Support Services Introduces Direct Deposit

This spring, the Division of Child Support Services implemented Electronic Fund Transfer (EFT), which allows for direct deposit of child support payments into the custodial parent's bank account. This service ensures the timely delivery of child support payments and reduces costs associated with change of address, check printing, mailing, and bank fees. More importantly, it provides custodial parents with faster and easier access to their child support.

"This initiative reflect the commitment of our staff to improving the quality of child support services on behalf of families with children," said Mary Weatherill, DCSS Director.

During the last federal fiscal year, DCSS collected and distributed \$80.6 million dollars in child support on behalf of more than 45,000 children in the State.

Meningitis Prevention Clinics

The word came down on Christmas Eve 2003, like Santa descending a chimney — there was a second case of meningitis in the Monadnock Regional High School. A plan was needed STAT (immediately) to dispense preventive medication for nearly 1,000 students and their teachers!

Being the day before Christmas complicated matters — it was difficult to contact, let alone mobilize, emergency clinic staff when most people were already en route to their favorite holiday destinations.

Demonstrating extreme dedication and flexibility, a large number of state staff and community volunteers mobilized to put a plan into action within hours. But instead of Santa coming to the rescue with a sleigh filled with toys, state and local public health staff flew up highway 89 on the afternoon of December 26th with boxes of pills sorted into sealed baggies for those at risk. There was no time for gift-wrap.

The Monadnock Regional High School and the Emerson, Gilsum and Troy Elementary schools were used to dispense the medication. Four clinics ran concurrently during a 4-6 hour time frame. If most of the school staff and students took the medication (Ciproflaxin and Rifampin) at the same time, transmission of the virus could be halted. Meningitis is a serious illness that can be fatal, and the medication had to be dispensed to all at once for this strategy to work.

Each of the clinic sites had large waiting lines even before the doors opened at 4:00 PM. State and local staff worked most of the clinic hours without a break. They screened and advised each person until the last individual was served and the clinic doors closed at 10:00 PM.

By the end of the night, we had accomplished our mission — the bulk of the students and staff had been provided with medication. No additional cases of meningitis surfaced in this school system for the remainder of the winter.

Many lessons were learned and improvements were implemented for the

Clinics

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DHHS Staff Receive Governor's Initiative Award

At a ceremony held on June 24th in the Executive Council Chambers, Governor Craig Benson presented the Governor's Incentive Award to 29 DHHS employees. The Governor's Incentive Award is given to state employees who propose cost savings or efficiency measure for state government. This monetary Award is funded by the Governor's salary, which he has declined to accept.

DHHS employees honored were:

Bureau of Behavioral Health

Rebekah Page has been a positive force on the staff at the Glencliff Home. She has been instrumental in the cultural and administrative changes that have been made in addition to her money-saving ideas.

Bureau of Elderly and Adult Services

Valerie Garner has worked for the State for 11 years. During this time, her professionalism, creativity, devotion and commitment have made her a true asset to the State, her co-workers, clients, and their families.

Susan Ryan and Jonathan McCosh have successfully implemented a system that makes it possible to operate the Medicaid nursing home acuity-based rate-setting process internally by state personnel, thus reducing the need for contracted assistance.

Division for Children, Youth and Families

Viola Lewko has proposed a method of video conferencing to allow employees and supervisors to train and communicate from various locations across the State, significantly decreasing the time and money currently required.

Bureau of Public Health Services

Jose Montero, Thomas Marsh, Elizabeth Lincoln, Christine Adamski, Janet Puffer, Sameer Sakallah, Michael Dumond, Marylee Greaves, Karen Donoghue, Jeannette Lozier, Yvonne Goldsberry, Karin Salome, Margaret Walsh, Sheila Lazzaro, Joan Kellenberg, Jill Fournier, Chantal Kayitesi, Ludmila Anderson, Daniel Tullo, Nancy Taylor, Helen Ford, Pauline Belland, Krista Marschner, and Wendy Lamothe. They responded to a communicable disease crisis both quickly and efficiently by implementing an emergency antibiotic clinic and distributing necessary medications. They worked around the clock for several days during the last week of December and early January, sacrificing two major holidays and weekends.

Congratulations to all the recipients! Keep up the great work!



Commissioner John A. Stephen and DHHS Program Directors pictured with Governor Incentive Award recipients. Pictured left to right: Commissioner Stephen, Chantal Kayitesi, Joan Kellenberg, Elizabeth Lincoln, Marylee Greaves, Ludmila Anderson, Karin Salome, Michael Dumond, Nancy Rollins (Director, Division for Children, Youth and Children), Krista Marschner, Sameer Sakallah, Karen Donoghue, Sheila Lazzaro, Todd Bickford (Superintendent, Glencliff), Mary Ann Cooney (Director, Division of Public Health Services), and Rebekah Page.

Milestones

We welcome the following individuals who joined DHHS in May and June:

Julie Alexanian

Child Protective Service Worker Trainee

John Barchey

Mental Health Worker Trainee

Judith Beaule

Health Care Facilities Cleaner III

Penny Berceli

Secretary II

Shannon Bragdon

Registered Nurse II

Wendy Brown

Child Protective Service Worker III

Elizabeth Carlotto

Mental Health Worker Trainee

Christina Colquitt

Mental Health Worker Trainee

Elizabeth Cooper

Child Protective Service Worker I

Barbara Cotton

Administrator III

Mary Flood

Youth Counselor I

Melynda Gilman

Mental Health Worker Trainee

Penelope Hollis

Mental Health Worker Trainee

Taccara Horn

Mental Health Worker Trainee

Laura Holmes

Program Specialist III

Arie Larochelle

Youth Counselor I

Nicole Michael

Family Services Specialist Trainee

Amy Millios

Child Protective Service Worker II

Jenna Paquette

Mental Health Worker Trainee

Shirley Poirier

Mental Health Worker Trainee

Melissa Porter

Secretary II

Edward Powers

Youth Counselor I

Rosanne Riker

Registered Nurse II

Lisa Marie Rivet

Mental Health Worker Trainee

Peter Romano

Youth Counselor I

Markus Scandalis

Health Facilities Cleaner III

Crystal Sereno

Registered Nurse II

Deborah Shorter

Family Services Specialist Trainee

Patricia Smith

Child Protective Service Worker Trainee

Charles Tiedemann

Cook II

Lori Zedon

Secretary II

We said farewell and thank you for dedicated service to the following individuals who retired in May and June:

Cheryl Corson

Esther Crowley

Lance DePlante

Madeleine Deshaies

Julie Dunham

Sheila Foote

Nancy Fransen

Charles Goodale

Judith Hill

Kurt Kaltenborn

Jack Landow

Liga Lauris

Veronia Malmberg

Diane McCann

Carol Meacham

Sylvia Miskoe

Israel Ortiz

Richard Parkinson

Gayle Sargent

Pamela Shaw

Whanita Sheetz

Dean Steward

Michael Swift

Elizabeth Thompson

Mary Jane Turcotte

Shirley Waters

Dan Wayment

Betsy Wilder

Barbara Wingren

Joan Wright

Clinics

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next time an emergency clinic is needed.

We want to take this opportunity to again thank all who turned out and spent part of their holiday season serving others and protecting the public health. This list includes: Emergency Management, Red Cross, Cheshire Medical Center, New Hampshire Hospital Association, state staff from DHHS Public Health, Manchester Health Department and representatives from the four schools. Thanks also to any and all others who were involved.

The opportunity to serve others was perhaps the best gift that any of us involved in this extraordinary effort received during the Christmas of 2003.

*Michael Dumond, Manager
Immunization Program*

Remembering Jim Bretz

It is with great sadness that we report the death of Jim Bretz, who worked for DHHS for over 25 years.

Jim began his career as a mental health worker at NH Hospital. When Laconia State School closed, Jim took the lead in developing therapeutic programming and in supporting community integration for many of these individuals.

Jim also worked for the Division of Developmental Services and Glencliff Home for the Elderly, where he eventually became Assistant Administrator.

Jim came to the Bureau of Elderly and Adult Services (BEAS) four and a half years ago, where he served as Administrator of the NH Family Caregiver Support Program and policy expert on family caregiving issues.

"Jim was a strong leader and team player, and his positive attitude, compassion and hard work will be missed, both at BEAS and in the community," said Jo Moncher, BEAS Bureau Chief.

Jim was also involved in community work, and for many years he worked with AIDS patients.

In the last year, Jim struggled with cancer and juggled a full-time career with being a caregiver for his partner who had a stroke. "He did this with humor, grace and perseverance," said Cathy Creapaux, Jim's co-worker.

A memorial service for Jim is planned for this fall.



Governor and Commissioner Announce Contract Savings Over \$9.5 Million

Governor Craig Benson and Commissioner John A. Stephen held a press conference in July to announce savings of over \$9.5 million on two DHHS contracts: EDS and the Healthy Kids Corporation. These contracts are estimated to produce \$9,587,645 in total savings through FY2005 and 2006. The general fund impact is estimated at over \$2 million in savings.

According to the Commissioner, he will seek additional efficiencies as the Department reviews contracts and service delivery methods. "Our first Core Value at the Department is to return maximum value to the citizens of our State. We increase our value to the State by reducing costs and improving our services," said Commissioner Stephen. "Everything we do at this Department is guided by this principle."

"While these two contracts are good examples of what we are doing to save money for the taxpayers, they are not the only examples," continued Commissioner Stephen. "Each and every contract we enter into is scrutinized to make sure it provides strong value. If I don't see the benefit to the people of the State and the taxpayer, I will not sign the contract. It has to be win-win or it will not leave my desk."

Employee Advisory Board (EAB)

After a four-year hiatus, the Employee Advisory Board (EAB) has been given new life by Commissioner Stephen. The Board, originally formed under the Morton administration, gives the Commissioner an opportunity to touch the pulse of the DHHS workforce. The EAB's 24 members, representing all agencies within DHHS, provide the Commissioner with a unique forum to discuss services, the work environment, and other issues mutually important to employees and management.

On May 11th, the first meeting clearly impressed the Commissioner — as members went around the table offering up items they hope to discuss with him in future

meetings. From improving services to boosting morale, it was apparent that the Board's long hiatus did not dampen the enthusiasm that is generated when employees are brought together.

The second meeting was held on June 30th. Once again, the discussion was both lively and informative. Dr. William Kassler and Nick Toumpas gave the Board updated information regarding Public Health initiatives, including Medicaid Modernization, and reorganization plans, respectively.

The Board's next meeting is scheduled for September 16th. Minutes are available on the Knowledge Center three to five days after each meeting.



EAB Members pictured bottom to top and left to right

First Row: David Wyatt, Wayne MacDonald, Commissioner Stephen, Mark Jewell, Suzanne Wood, Scott Kosowicz

Second Row: Patricia Randall, Marylee Greaves, Simone Roy, Pat Thompson, Anne Mattice, Renee Drouin

Third Row: Jennifer Hosue, Wendi Aultman, Mary Miller, Beth D'Ovidio, Diana Lacey, Linda Day

Fourth Row: Carrolle Popovich, Denise Lamere, Sandra Auwil, Bruce Angus

Members not pictured: Herbert Ellison, Sylvia Grandfield, and Margaret LaFleur

Reorganization: The District Offices

As part of reorganization, the Department is implementing changes to improve service and increase community outreach at DHHS' twelve District Offices.

DHHS' District Office restructuring involves giving operational authority to one manager in each District Office to ensure that customer needs are met. This will streamline the chain of command and remove any barriers across program areas to deliver high quality service. The objective of this change is to improve accountability, bring consistency to services, and reduce waiting time in the district offices.

Additionally, the plan calls for utilizing

five Community Outreach Coordinators whose primary task will be to work within their region to build relationships with providers, citizen groups and other organizations. These individuals will serve as the Department's voice in the community. All of these changes involve using existing personnel.

According to DHHS Commissioner Stephen, the District Office restructuring is an example of the shared services model that is being used by the Department. This centralizes certain functions that exist in each program area, improving efficiency. The plan would also shift the focus from the Depart-

ment to the customer and how best to serve that individual's needs.

"The driving force of the many initiatives at DHHS, whether reorganization or Medicaid Modernization, is to shift the way in which we do business from being centered on the services to focusing on our customers and their needs," Commissioner Stephen added. "We need to break down the walls between our program areas and look at each individual holistically."



*Nick Toumpas
Reorg Project Manager*



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BEAS

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Initiated in 1962, the awards are named in memory of Joseph D. Vaughan, a New Hampshire legislator and advocate who was instrumental in creating a state agency dedicated to the well being of senior citizens. The awards are given annually to recognize individuals age 60 and older for their outstanding volunteer efforts on behalf of the elderly in the State. Lia Baroody (BEAS) worked on the awards with State Committee on Aging members.

This year's recipients include:

Belknap County

Esther Peters

Carroll County

Nancy Browne

Cheshire County

Al and June Fess, Lynn Pierce

Coos County

Trudy Matot

Grafton County

Achilline and Clayton Herbert

Hillsborough County

Beatrice Cadwell

Merrimack County

A.D. and Janet Copestakes

Rockingham County

Evelyn Fisher

Strafford County

James and Katherine Brownell

Sullivan County

George Bresnahan

In June, BEAS held a statewide staff meeting at the Brown Building in Concord, which provided an opportunity for staff from both the State Office and the District Offices to share information and ideas. It was the first statewide meeting under the leadership of Jo Moncher, BEAS Bureau Chief, and the first since BEAS changed from a Division to a Bureau. Wendi Aultman worked with BEAS managers and staff to plan the meeting and the potluck luncheon, which was enjoyed by all!

Margaret Morrill, Program Specialist III
BEAS

Budget

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begins almost immediately on October 1, 2004, with a Governor's public budget hearing in mid-November. The Governor must, by law, submit his proposed budget to the Legislature no later than February 15, 2005.

The House phase begins at the time with the passage of a recommended budget coming in early April. Once passed by the House, the Senate phase begins; passage occurs in June. The Committee of Conference work is the final phase where the House and Senate attempt to resolve the differences between their respective budgets and submit a final budget to the Governor for his approval.

It is a lengthy process that involves many Department staff, responding to requests for supporting information to justify the budget requests. This budget process appears to be more complicated because of the loss of federal funds to the State and the one-time funds the State enjoyed in SFY 2004-2005.

James Fredjima, Controller